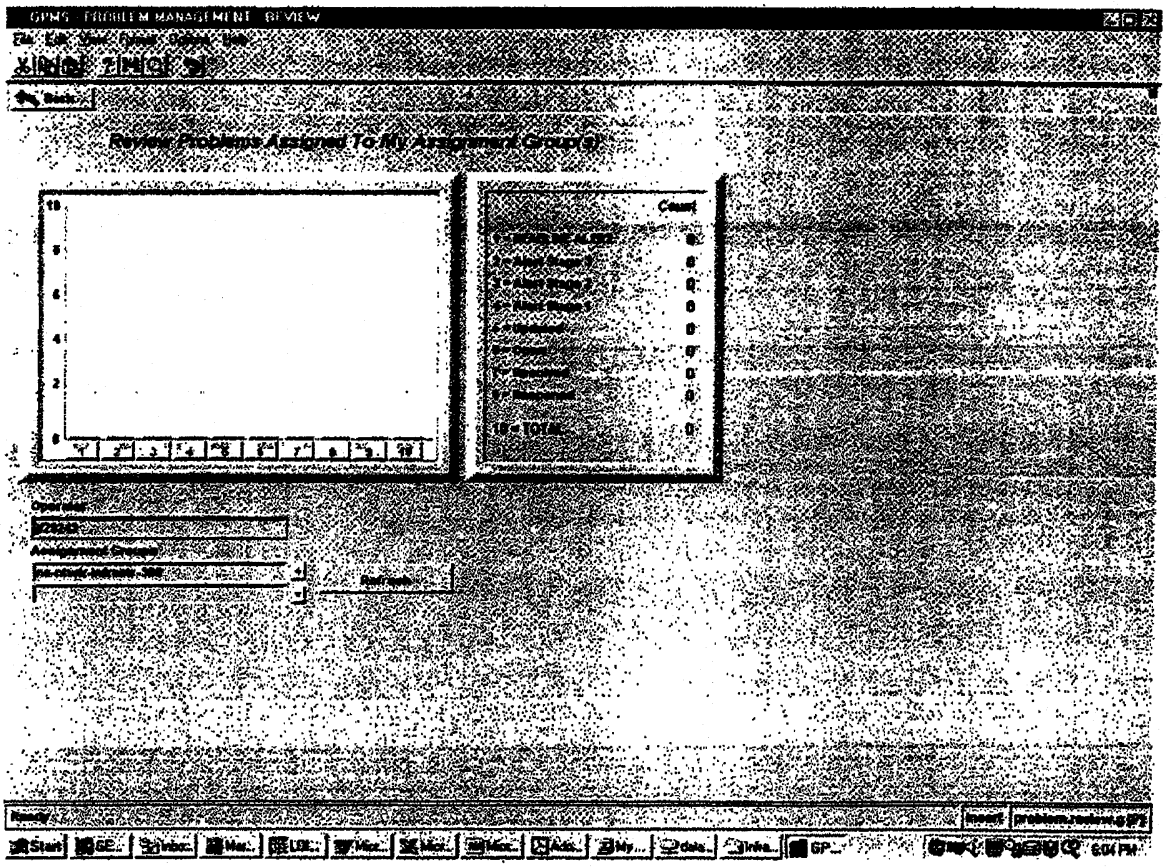
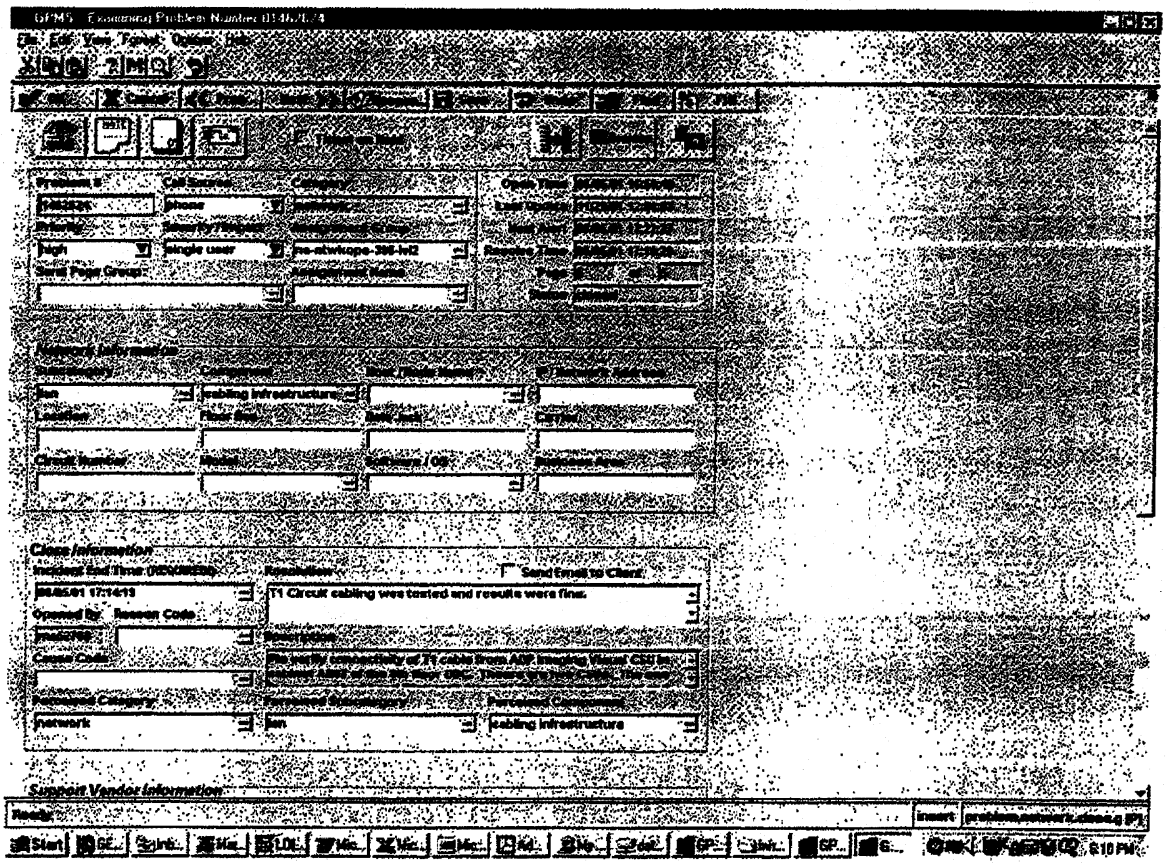
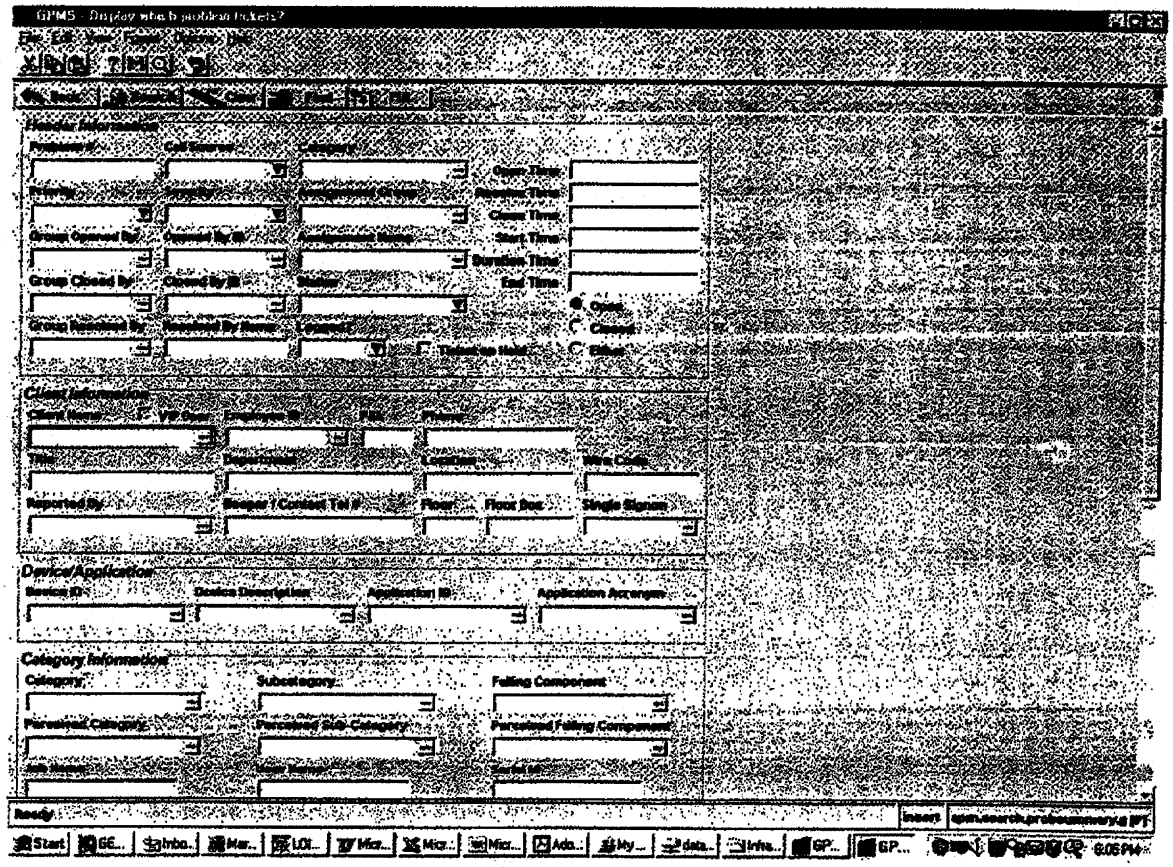
By clicking on "chart my group's tickets", the Infrastructure Integration member can view all pending tickets in the queue that are sorted by severity, quantity and status.



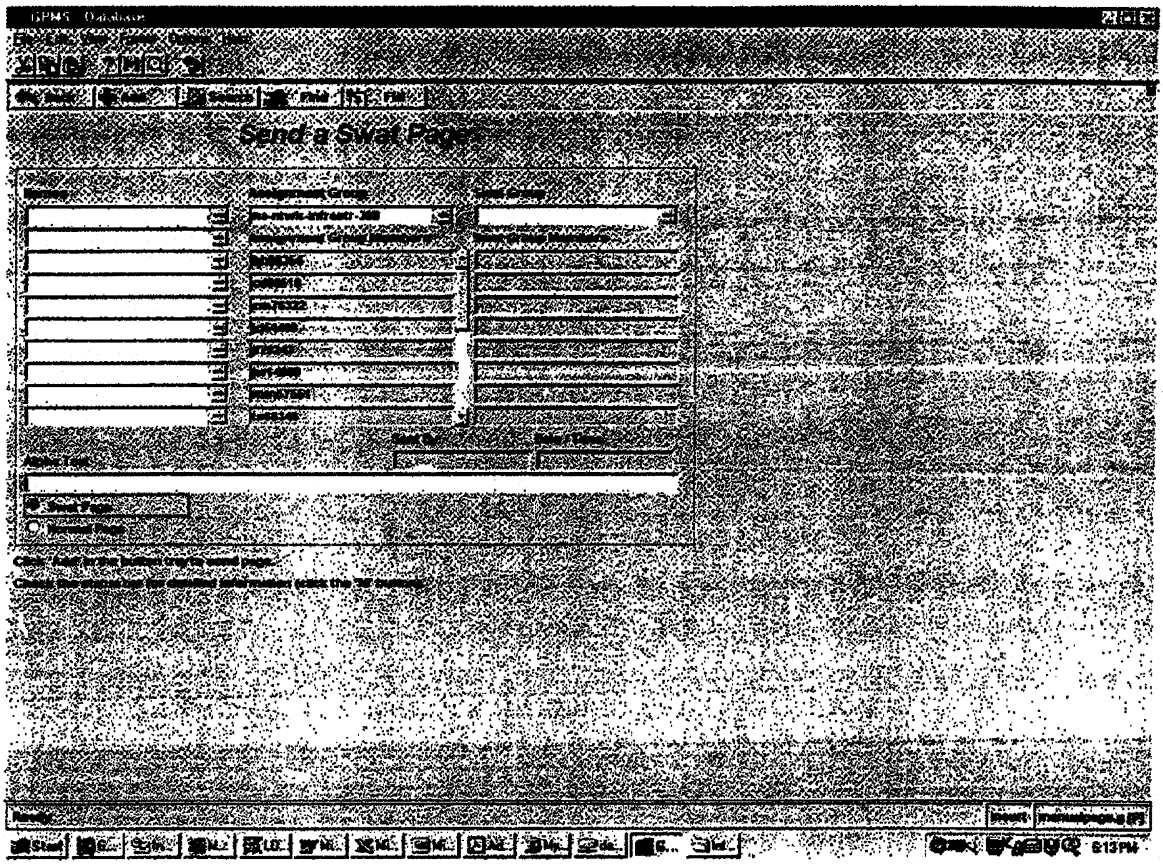
By clicking on the category and desired problem #, the following page is displayed. The tech updates the assignment name field and saves all status and information updates. If the problem is not related to the field that the group supports it is reassigned to the next logical group in an attempt to solve the problem. If the problem can be resolved by the group it is currently assigned to, then the tech clicks on resolve at the top of the screen, enters a required incident end time and resolution.



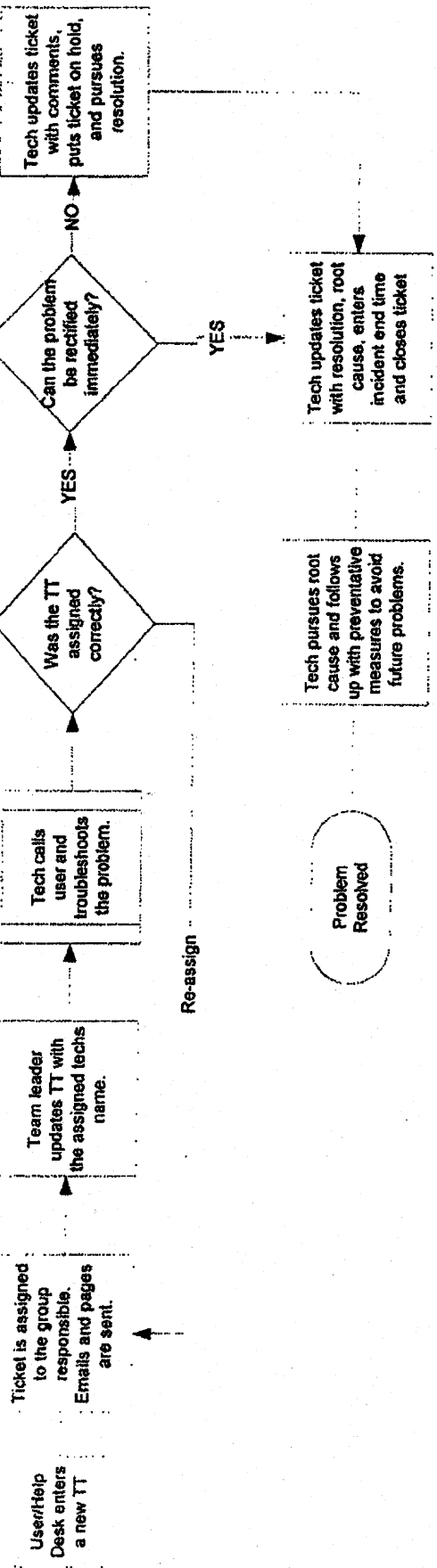
The page below is obtained by clicking on search for a problem. You can search by ticket number, group, requestor, etc. for tickets that are open or closed or encompass both criteria in you are unsure.



GPMS also has a paging feature that the group can use to swat a page to everyone at once as pictured below.



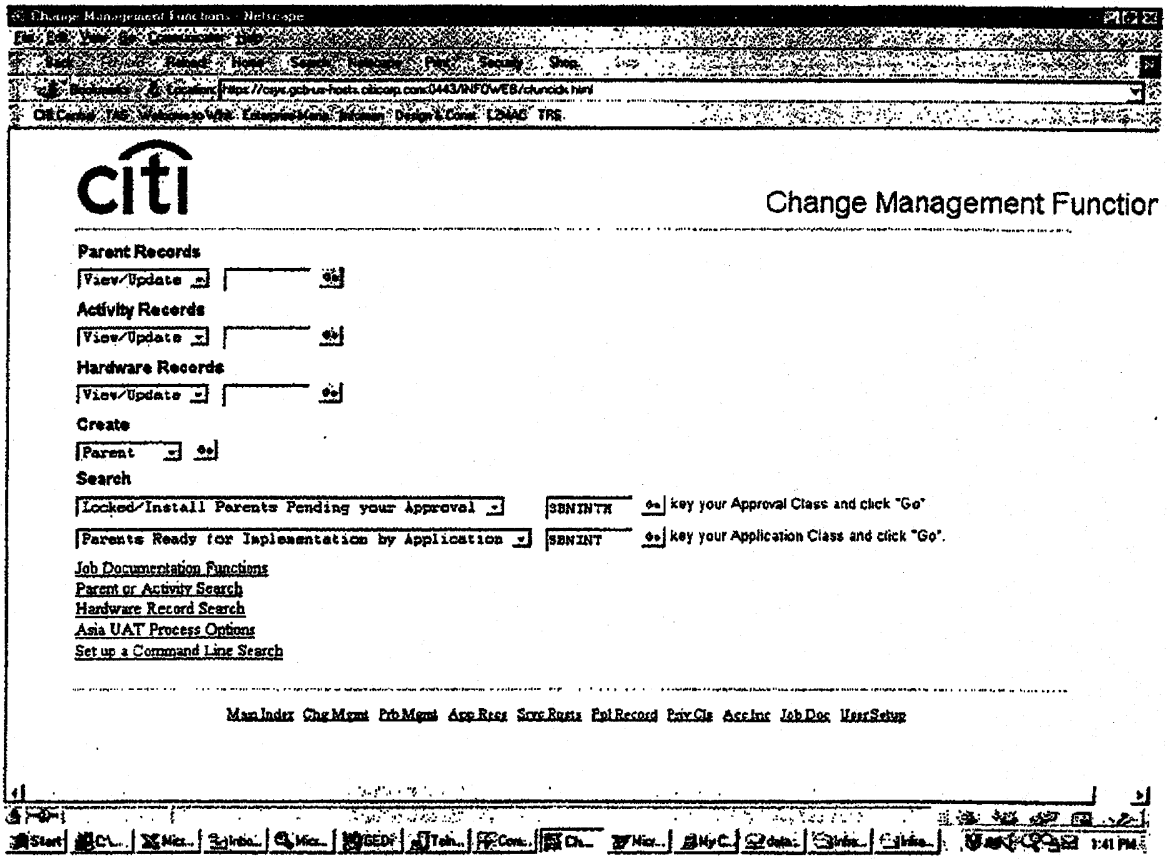
GPMS Infrastructure Workflow



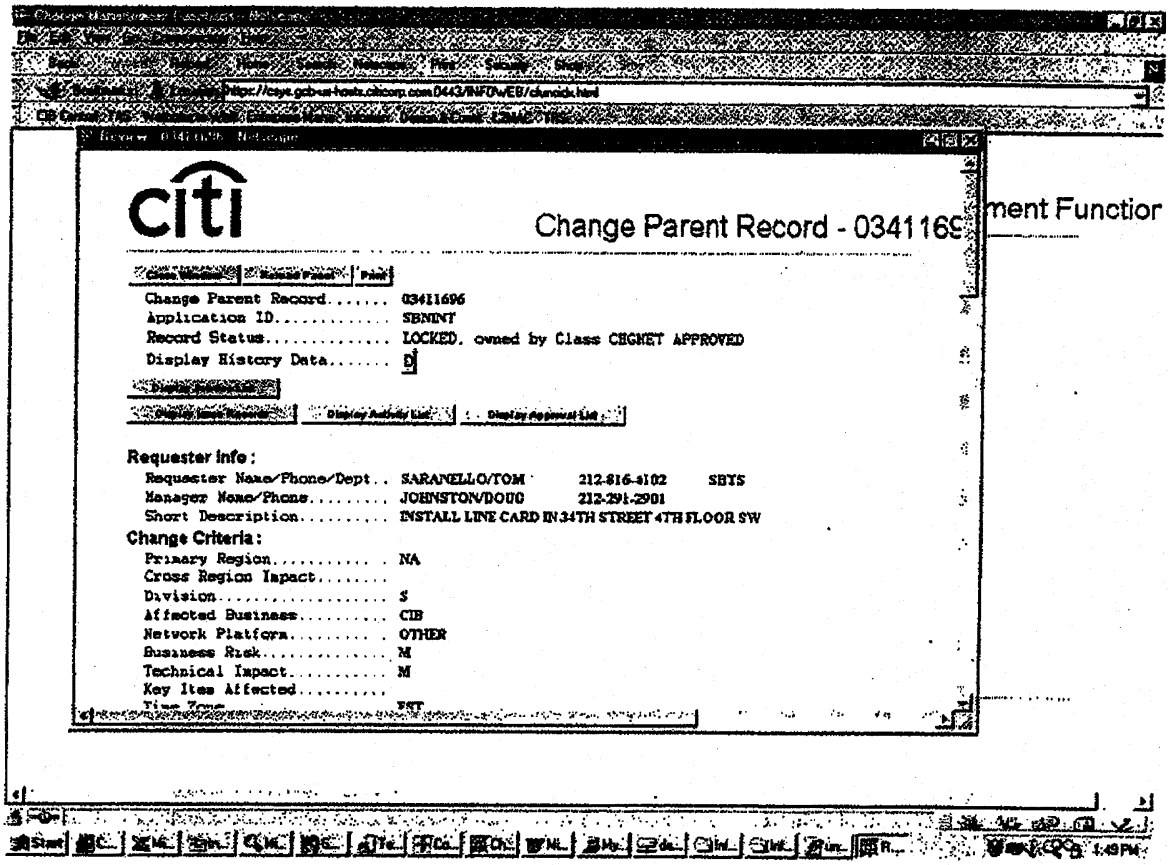
2.4 Infoman

Infoman is the system used for all network changes that occur within Citigroup. The Infrastructure group utilizes this program to schedule and coordinate network changes that require physical cabling infrastructure changes or the support thereof.

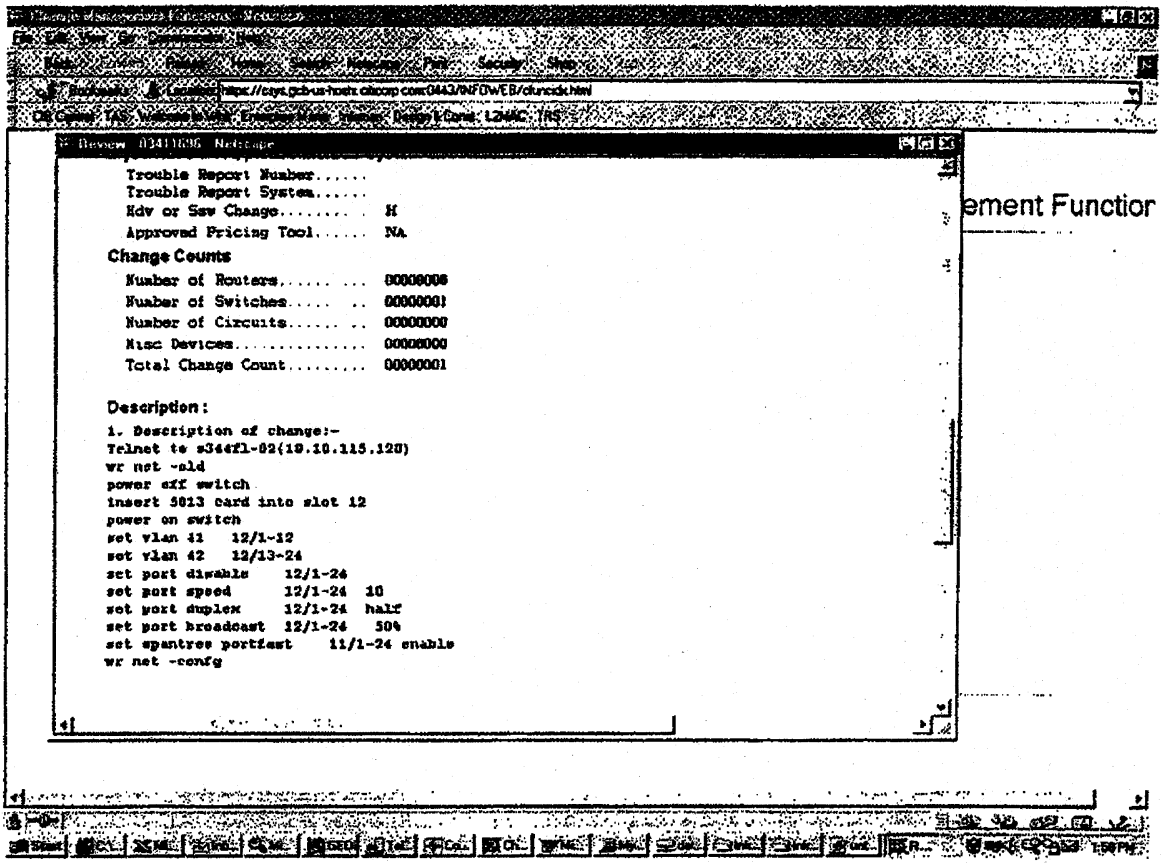
Upon logging in to Infoman, a screen will display a variety of options. You will be able to create a change parent record, query a previously entered record, or perform a search of events taking place in respective buildings.



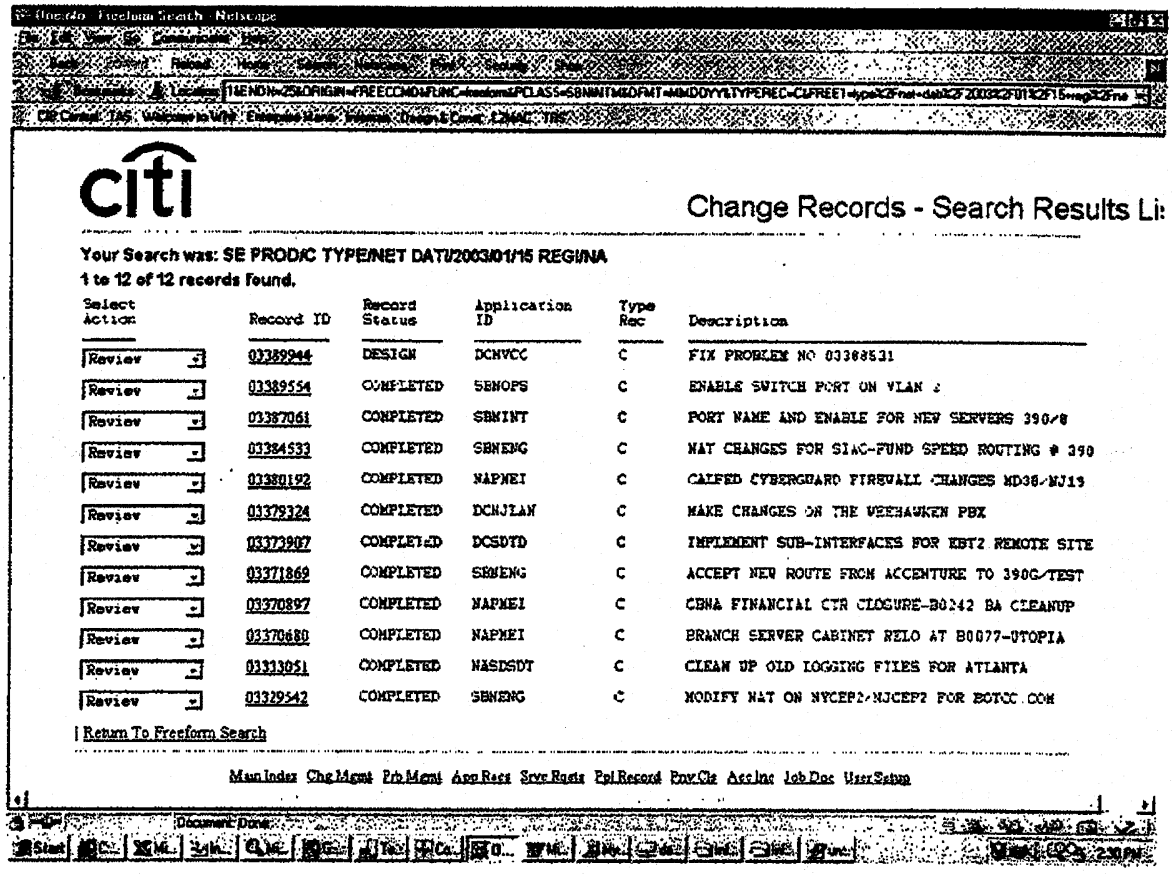
You can search a specific reference number and receive a summary screen of the change as seen below. It displays summary of change, location of event, and requester information.



By scrolling further, you can display the details of the change:



You can also view a calendar of daily events for a specific region, for example, North America:



citi

Change Records - Search Results Li:

Your Search was: SE PROD/C TYPE/NET DAT/2003/01/15 REG/NA

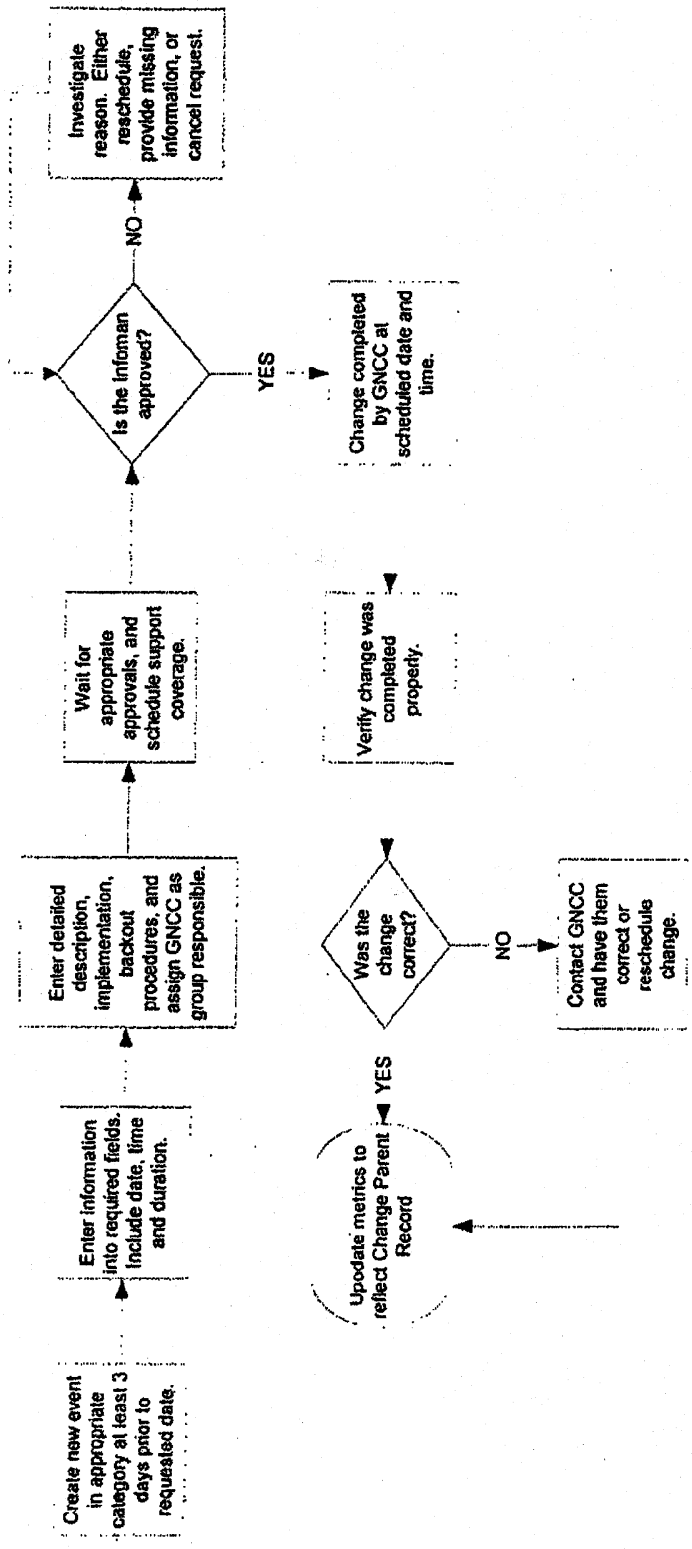
1 to 12 of 12 records found.

Select Action	Record ID	Record Status	Application ID	Type Rec	Description
Review	03389944	DESIGN	DCNVCC	C	FIX PROBLEM NO 03388531
Review	03389554	COMPLETED	SBNOPS	C	ENABLE SWITCH PORT ON VLAN 2
Review	03387061	COMPLETED	SBNINT	C	PORT NAME AND ENABLE FOR NEW SERVERS 390/8
Review	03384533	COMPLETED	SBNENG	C	NAT CHANGES FOR SIAC-FUND SPEED ROUTING # 390
Review	03380192	COMPLETED	NAPNEI	C	CAIFED CYBERGUARD FIREWALL CHANGES MD38/MJ19
Review	03379324	COMPLETED	DCNJLAN	C	MAKE CHANGES ON THE WEEHAWKEN PBX
Review	03373907	COMPLETED	DCSDTD	C	IMPLEMENT SUB-INTERFACES FOR EBT2 REMOTE SITE
Review	03371869	COMPLETED	SBNENG	C	ACCEPT NEW ROUTE FROM ACCENTURE TO 390G/TEST
Review	03370897	COMPLETED	NAPNEI	C	CBNA FINANCIAL CTR CLOSURE-B0242 BA CLEANUP
Review	03370680	COMPLETED	NAPNEI	C	BRANCH SERVER CABINET RELO AT B0077-UTOPIA
Review	03313051	COMPLETED	NASDSDT	C	CLEAN UP OLD LOGGING FILES FOR ATLANTA
Review	03329542	COMPLETED	SBNENG	C	MODIFY NAT ON NYCEP2/NJCEP2 FOR BOTCC.COM

Return To Freeform Search

Main Index Chg Mgmt Prb Mgmt App Regs Srvr Regis Ppl Record Prov Cls Acc Inc Job Doc User Setup

Infoman Infrastructure Workflow



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